



Burlington Public Works Public Engagement Plan

Robert Goulding, Public Information Manager
Nicole Losch, Senior Planner

BACKGROUND

Public Engagement Plan

Final Presentation to DPW Commission,
October 2017

Final Presentation to City Council, December
2017

Modified (*sidewalk notifications*), April 2018

April 2018



We steward Burlington's infrastructure and environment by delivering efficient, effective and equitable public services

Public Engagement Plan

OVERVIEW

Best practices, public safety, regulatory requirements and the needs of the community inform every decision we make. DPW undertakes a variety of projects and performs a variety of services in Burlington. Finding the right ways to reach the community and providing opportunities for the community to reach us are essential elements of effective public engagement. This engagement strategy will be tailored to meet the needs of our city.

Burlington is a dynamic and diverse city with residents who deserve and expect well planned, well-built and properly maintained infrastructure. As Vermont's largest city, with a population of over 40,000, Burlington has a wide range of residents, business owners, students, commuters and tourists who come to rely on DPW-provided services and infrastructure. From recycling and street maintenance to the implementation of long-term capital projects, our neighbors and visitors should have meaningful opportunities to be informed, to provide input and to make recommendations to DPW's planning process.

This plan uses the Community, Economic, and Development Office's (CEDO) civic engagement framework as a guide and directly references their 'Core Values of Civic Engagement'¹ below, and provides a step toward helping DPW achieve its public engagement goals while continuing to serve Burlington. This plan will evolve as public engagement tools expand and as DPW and the community refine the public engagement process.

¹ These are cited directly from a draft CEDO civic engagement document and are based on a version Alexandria, Virginia previously published.

Decision-Making

- Public Safety
- Best Practices
- Regulatory Requirements
- Needs of the Community

Core Values

- Transparency
- Mutual Accountability
- Easy Participation
- Meaningful Engagement
- Inclusiveness & Equity
- Respect
- Evaluation

Goals

- Communicate what we do
- Provide opportunity for input
- Set expectations for feedback

Strategic Initiatives

- Strengthen Public Engagement + Standardization
- Reflecting the City's Diversity
- Online Presence
- Quick-Build

Determining Levels of Engagement

1. Who is positively impacted from the project?
2. Who may be negatively impacted and for how long?
3. What are the main concerns, issues and interests of the community?
4. Will any individuals, institutions or groups be disproportionately impacted?
5. Was the project recommended in earlier planning studies which included public engagement? Is additional public input needed or required?
6. Are there any linguistic or cultural barriers to engaging with impacted residents?

Levels of Engagement

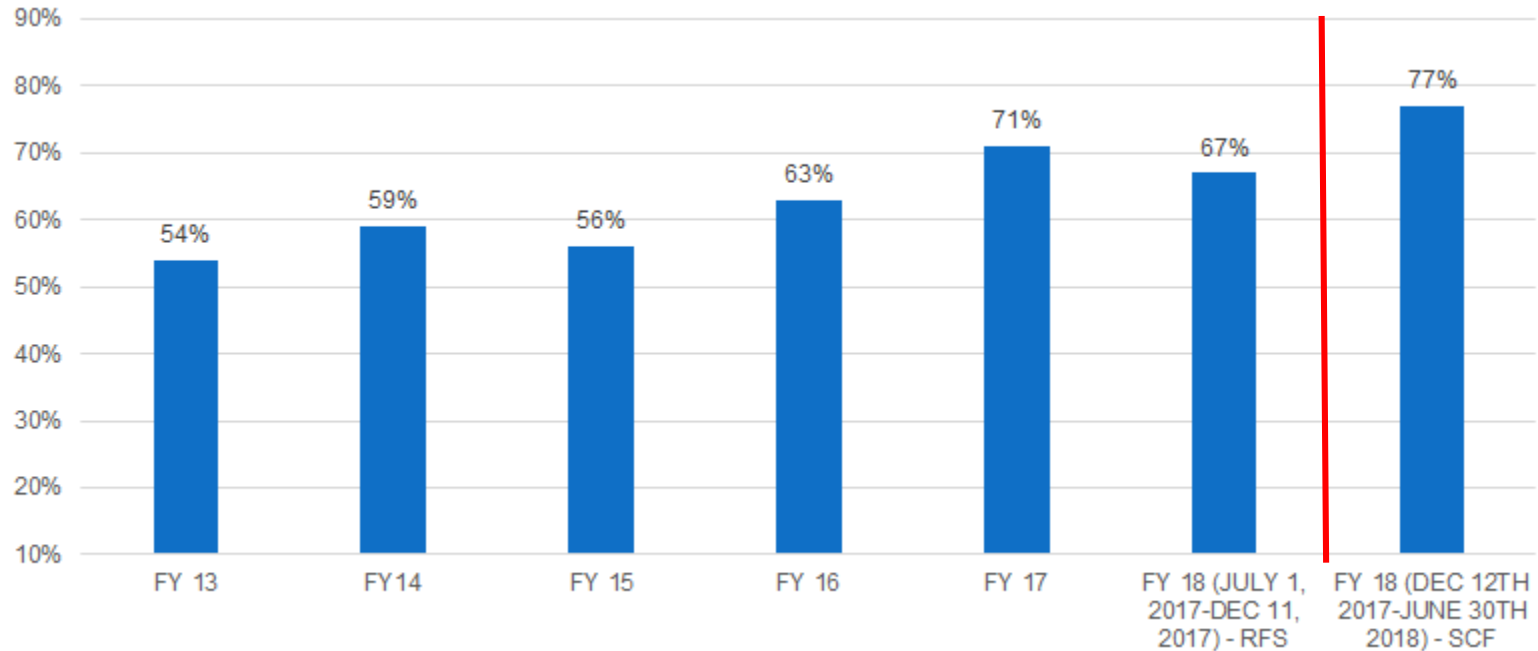
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
<i>Engagement strategies may be needed at many levels, depending on the project or its phase.</i>	Provide the public balanced and objective information.	Obtain public feedback (usually indirectly) on analysis, concepts/alternatives, or decisions.	Work directly with the public to understand concerns and aspirations as they are considered for the project.	Co-lead the project in partnership with the public on each aspect of the decision.	Place the final decision in the hands of the public.
Project Types	Minor Maintenance Adopting Standards Sidewalk Re-construction	Quick-Build Major Maintenance/Road	Traffic Regulation Change Street Redevelopment/ New Sidewalks	Scoping / Feasibility Studies Corridor Studies	Traffic Calming Special District Projects
Role of the DPW	Share information. Ensure public safety, access, and utility of basic public services that do not have regulatory impacts or change the line/grade of a road.	Indirectly engage the public. Improve public safety, implement projects that have no regulatory impact or impact on traffic distribution.	Directly engage the public. Implement public safety and/or access improvements through regulatory changes or through full reconstruction of a roadway or intersection.	Collaborate to identify a preferred alternative. Facilitate a conversation about transportation improvements.	Ask questions and provide information for informed decision making. Distribute impartial information, usually after engaging the public across the earlier spectrums of

Measurement & Evaluation

- See Click Fix & Social Media Responsiveness
- Social Media User Growth
- Website
- Media Coverage
- Annual Internal Review, re: Equity
- Feedback from City Council & Public Works Commission

Customer Service:

% of Requests Closed Within SLA by Fiscal Year



NOTES:

- For FY 13-17, RFS data is exclusively used
- FY 18: Transition to full See Click Fix usage on 12/12

Online Engagement & Community Feedback

Direct Messages of support

TUE 5:09 PM

Just want to say thank you for your presence on social media. You guys do a great job keeping everyone up to date.

Thanks for the kind words Dan.

Using Technology



City of Burlington Public Works was live.

February 12 at 5:50 PM · 🌐

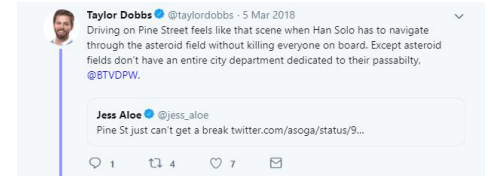
We are live in Contois for a public forum to discuss proposed e-scooter and e-bike share in Burlington. Join us for the discussion on Facebook Live. Please ask questions or give feedback in the comments section. We will do our best to respond during the Q & A part of the forum!



Finding new opportunities to reach people

[-] **pween** lumberjack of the lawn 11 points 1 day ago
I have to say, it's pretty great that you guys have an active presence here in the Burlington subreddit. You've consistently provided people with help and information and it really shows you have some good folks working there.
[permalink](#) [embed](#) [save](#) [parent](#) [report](#) [give award](#) [reply](#)

Humor & Candor, Engaging w/ followers on all topics



Replying to @taylordobbs

Hi Taylor - the winter has not been kind to Pine. We have crews out everyday patching what can hold cold-patch. Once asphalt plants reopen we will have better material to work with. We have also proposed adding large segments of Pine to the paving list: burlingtonvt.gov/Press/City-Exp ...



10:01 AM · 5 Mar 2018

1 Retweet 10 Likes



Front Porch Forum: An Integral Tool

2018: 53 Front Porch Forum Posts (up from 37)

Constrained by 2 citywide posts per month, but do try to amplify with neighborhood specific posts and replies

Re: Fixes for Infrastructure and Traffic Needed Now

PUBLISHED Customer Service • dpw-pinecustomerservice@burlingtonvt.gov • Dept. of Public Works, Burlingt

Posted to: The Addition

Feb 7, 2018

Discussion

We want to offer a response to the valid concerns raised by this original post yesterday (2/6/18). First and foremost, we are incredibly sad to have heard about the accident. While we have not heard updates, we hope everyone is safe. We sent out a citywide FPF post on Thursday 2/1 with an update on our strategic planning regarding road improvements, and want to ensure everyone has seen that. I am sharing that again below. I believe it addresses some of the concerns raised. We will be taking fuller corrective action in spring - when weather and temperature will allow it, and when hot asphalt is available. In the meantime, we will continue pursuing new solutions and evaluating all options to improve these weather-degraded roads.

Thank you all for your concern, reports and patience. We hope to update you again soon.

—
The Department of Public Works is considering all options to improve the significant weather-related problems affecting some of Burlington's roads. This includes important commuting and commercial streets, like Colchester Avenue, North Avenue, Pine Street and Plattsburg Avenue, among others. Our region, state and city have seen an accelerated and intensified problem this year due to nearly record cold and freeze thaw cycles.

As residents and employees, we use these same roads and share your concerns with the winter road conditions on these streets. We appreciate every report you've made to us about the roads, as it helps us quickly identify problematic stretches, and we are grateful for trusting us to steward your infrastructure. Due to the voter-approved Sustainable Infrastructure Bond in November 2016, we have been able to double our annual paving budget and lane miles paved per year. In an effort to provide further transparency, we want to share with you our framework for how we will apply our resources to improving these road conditions.

Winter Maintenance

- We continue to patch potholes - those pavement problems that are deep enough in which the available winter material ('cold patch') can be suitably packed in to "hold" through additional bouts of winter weather and travel impacts. When the temperature drops below freezing and when pavement temperatures are consistently low, more effective methods than cold patch are unavailable.
- The 'delamination' (shallower depressions that are longer and wider than a typical pothole) we are experiencing on Pine Street, and other streets, does not respond well to 'cold patch.' We are trying a novel

Non-Traditional Online Engagement

Burlington Streets: 1 Burlington Dept of Public Works: 0 (i.redd.it)
submitted 9 months ago by WheezeThaJuice
24 comments share save hide give award report crosspost



all 24 comments
sorted by: **best**

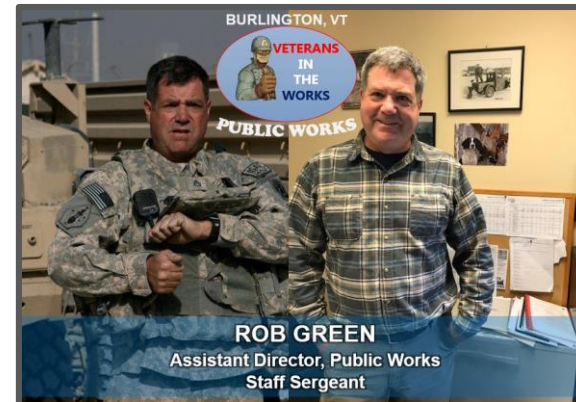
BTVPW 83 points 9 months ago*

Hi. Most importantly, everyone is OK. This was due to aging stormwater infrastructure, which shows how important reinvesting in our core infrastructure truly is. Last year, we began increasing our infrastructure investments across the board - thanks to voter approval of capital bonds in 2016. If you'd like to read more about the work we have planned, or the Sustainable Infrastructure Plan, please see here: <https://www.burlingtonvt.gov/DPW/Reinvestment>

Thanks for sharing the pic, and please be safe around the site.

(note: We do not monitor reddit regularly. If you have a non-emergency issue, please call 802-863-9094 or report it using [seecklickfix.com](https://www.burlingtonvt.gov/DPW/Reinvestment))

permalink embed save edit disable inbox replies delete



Social Media User Growth

Facebook Account	Follows as of 8/21/2017	Follows as of 8/21/2018	Follows as of 2/9/2019
DPW	1,649	1,958	2,211
BFD			5,824
Parks			5,054
BPD			2,130
Twitter Account	Followers as of 8/21/17		Followers as of 2/9/2019
DPW	2,474	Comparison data not available	2,913
BPD			7,866
BFD			1,954
Parks			1,885

DPW Website

THE CITY OF

BURLINGTON

DEPARTMENTS

PROJECTS

PROPERTY INFO


CALENDAR

CITY COUNCIL

NPAs

In observance of President's Day, our offices will be closed on Monday February 18th. We will re-open during normal business hours on Tuesday February 19th.
Parking is free and recycling will be picked up.

BURLINGTON, VT



PUBLIC WORKS

Department of Public Works

Our Mission

is to steward Burlington's infrastructure and environment by delivering efficient, effective, and equitable public services.

About DPW

Reinvesting in Burlington: Construction Season Info

Parking in Burlington

Construction Permits

Recycling & Solid Waste Collection

Water Resources: Water, Wastewater and Stormwater


Transportation Policy & Programs

Transportation Projects & Planning

Street & Sidewalk Maintenance Operations

Public Works Commission


Press Releases



Report Issues

Potholes, Water Service Issues, Damaged Signs, Etc.


Visit See Click Fix



Contact Us

Hours, Addresses, Phone/Email Info for DPW and Water

View Contact Info





Calendar


View details on public meetings that DPW hosts or participates in.

See More

WHAT'S HAPPENING AT PUBLIC WORKS



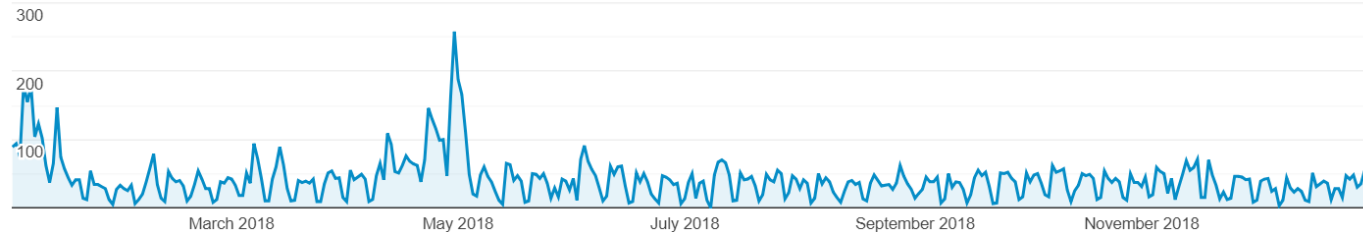




Contact DPW

DPW Website

Unique Pageviews



2018: 15,176 views

Unique Pageviews



2017: 14,939 views

Unique Pageviews: ↑ 1.56% (YoY, CY 2017 to 2018)

Construction Portal

<https://www.burlingtonvt.gov/construction>


OFFICE OF THE MAYOR | CITY COUNCIL | BOARDS & COMMISSIONS | A-Z DIRECTORY

SELECT LANGUAGE

SEARCH

THE CITY OF BURLINGTON

DEPARTMENTS ▾PROJECTSPROPERTY INFOCALENDARCITY COUNCILNPAs



▼ Reinvestment Projects

Under Construction


2019 Projects

Completed Projects

All Projects

Construction Portal

The schedule listed for each project is subject to change. Please email rgoulding@burlingtonvt.gov with any questions.




2019 Projects

See all capital projects planned for 2019! This includes all paving, sidewalk, transportation, water and sewer projects.

View Map

View List




Active

See all capital projects currently under construction in Burlington. For exact schedules, please contact 802-863-9094

View Map

View List




All Projects

See all projects proposed, under construction or built since passage of the 2016 infrastructure bonds.

View Map

View List








Completed

See all of the completed capital projects in Burlington since passage of the 2016 infrastructure bonds.

View Map

View List



Construction Portal



Unique Pageviews since 10/19/17 (public launch)

- BTV Homepage: 129K
- BPD: 37K
- DPW: 20K
- Portal: 4.2K
- 2019 Goal: 10K

Media Coverage: A Year of Progress & Challenges

Proactive Pitching

Burlington streets project: Expect detours, delays south of Downtown

Joel Banner Staff, Free Press Staff Writer Published 5:02 p.m. ET April 1, 2018 | Updated 8:08 a.m. ET April 03, 2018



Work on water mains and paving projects will disrupt motor traffic through the fall – but will result in repaired and long overdue, city officials say. Produced March 30, 2018. JOEL BANNER, SHUTTERSTOCK PRESS



Ad closed by Google

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Why this ad?

Marketing the good news



Community Focus

Burlington of Public Works News:

A Year of Reinvestment By Chapin Spencer, Director of Public Works

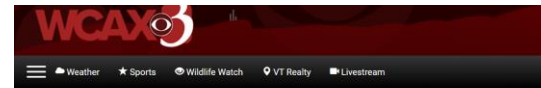
We are excited to begin Year 2 of the Sustainable Infrastructure Plan - to revitalize aging streets, sidewalks and water infrastructure.

Thanks to voter approval of two bonds in 2016, we are moving our infrastructure onto a sustainable schedule of maintenance, repair and replacement. Burlington is a dynamic city deserving of resilient, reliable infrastructure. Along with the Mayor's Office, the City Council, City Departments, and community partners, we are proud to be working on this with you.

Citywide Upgrades:

This year we will be repaving roads, replacing

- Water Main Upgrades: On Maple (between Battery and St. Paul) & Pine (between Main and Maple)
- Paving: On Maple between Battery and St. Paul
- Intersection Upgrade: At Battery and Maple (Consists of complete new traffic signal, including pedestrian signals; underground conduit, foundations, ramp and sidewalk work to bring slopes to ADA standards)
- Great Streets: In June, our team will begin a transformation of St. Paul Street – including new sidewalks, a repaved street, buried utilities, stormwater controls and a beautified streetscape.



OUR GREAT AMERICAN FORD SELL DOWN IS ON!

Home / Local / Article

Burlington Public Works features women in the field



Correcting Misinformation

Burlington responds after wastewater spill into Lake Champlain

By Shelburne News on July 26, 2018 - No Comment



By Chapin Spencer

Lake Champlain helps make our communities a special place to live.

It has been our priority to steward Burlington's natural assets for our residents, our neighbors and future generations.

We have suffered recent unfortunate infrastructure challenges at our Main Wastewater Treatment Plant – including a recent discharge of approximately 2.9 million gallons of storm water mixed with about 150 thousand gallons of wastewater. All of this water was treated – having gone through a solids-removal process – but due to the failure of a computer system was not disinfected. This did mix with fully disinfected water, leading to some residual disinfection.

None of this excuses our infrastructure challenges as one gallon of non-disinfected discharge is too many. That is why we have actively taken steps to fix it.

Personalizing the workforce

Equity

- Continue improving our ability to reach and communicate with all Burlingtonians
- By nature of our work, our services do reach the entire city
- Projects chosen on technical merit

Equity

On-Going

- Recent highlights
 - Parent's University
 - AALV-sponsored meeting in NNE
 - Participated in drafting draft citywide equity report
- Transportation Accessibility
 - Quick-Build
 - ADA transition plan
 - Accessibility Committee
 - Sidewalk preventative maintenance + plowing

Opportunities

- Pursue coordinated city equity: translation services, engagement opportunities, etc
- Enhance engagement to recruit candidates of diverse backgrounds
- Finding new opportunities to reach underrepresented communities

Direct Engagement

Quick Builds, Demonstrations & Direct Engagement

Meet people in their neighborhoods

Share the project examples on the ground, rather than on paper

Multiple days, daytime and weekend outreach



Community Engagement

Kids Day, BPD BBQ, etc



Corridor Studies





Infrastructure Tours

H₂O Where Does It Come From?
Where Does It Go?


Find out first-hand on
Water Quality Day, Aug. 2!

On Thursday, August 2, Burlington residents and visitors can meet the water quality experts and see the science and high-tech that protect public health and keep Vermont's water clean! Facility tours are fun, fascinating, and free.

For tour information and directions, contact
water-resources@burlingtonvt.gov, (802) 863-4501

- Burlington Stormwater •
Starts at ECHO Center! Tours at 8:30 a.m. and 3:30 p.m.
- Burlington Drinking Water Plant •
235 Penny Lane -- Tours at 9:45 a.m. and 2:15 p.m.
- Burlington Wastewater Facility •
53 Lavalley Lane -- Tours at 11:00 a.m. and 1:00 p.m.

Water Quality Day 2018 events are sponsored by 

BTV Block Party



Tree Lighting



Signs, Signs...



What's going on?

St. Paul Street is getting an upgrade

New bumpouts and crosswalks
Wider sidewalks
More trees
Rain gardens
Permeable paving
Bike racks
Street lights
New benches
Granite curbs
Burying overhead utilities

Great Streets BTV
St. Paul Street from Main to Maple
Fall 2018 - Spring 2019



STREET PAVING NOTICE
(all or segments of the following):

Allen St
Charlotte St
Church St
Curtis Ave
Depot St
Ethan Allen Parkway
Ferguson Ave
Flynn Ave
Latham Ct
Maple St
Pine St
S. Prospect St



City of Burlington
Department of Public Works

Technical Services Engineering Division
444 Main Street, Suite 400
Burlington, VT 05401
P: 802.540.0846 | F: 802.540.0846 | dpw@burlingtonvt.gov

Dear Burlington City Residents and Businesses,

The Department of Public Works (DPW) is proposing parking changes on King Street. DPW is proposing to modify seven (7) parking meters on King Street between Church Street and Saint Paul Street. DPW proposes changing six (6) ten (10) hour metered spaces into three (3) hour metered spaces, and one (1) ten (10) hour metered space into a thirty (30) minute metered space.

DPW would like to ask for your feedback regarding these changes. Please respond via email or phone so that your feedback may be considered during our evaluation.

Thank you!

Phillip Peterson, Engineering Technician
Desk: 802.540.0846
Email: ppeterson@burlingtonvt.gov

QUICK-BUILD IS...

SAFER PLACES TO WALK.

PROJECT INSTALLATION NOTICE

This week, the Department of Public Works will be installing Quick-Build Curb extensions. The Quick-Build Program is a new way to swiftly implement projects in response to community input & safety concerns. Your feedback will guide changes before we make them permanent.

Tell the Department of Public Works what you think:
802.863.9094 x3 or DPWplanning@burlingtonvt.gov

For more information on Burlington's Quick-Build Program visit: www.burlingtonvt.gov/DPW

Reinvesting in Burlington

Businesses Are OPEN During Construction!

Residents & Business Customers can access local-traffic only streets.

Please follow all signs and instructions from on-site crews.

Parking is Available

Temporary short-term parking available on South Champlain between King and Maple
100's of spaces available in City garages, first 2-hours free!

Construction & Project Details
burlingtonvt.gov/construction
Interactive Parking Map
parkingburlington.com

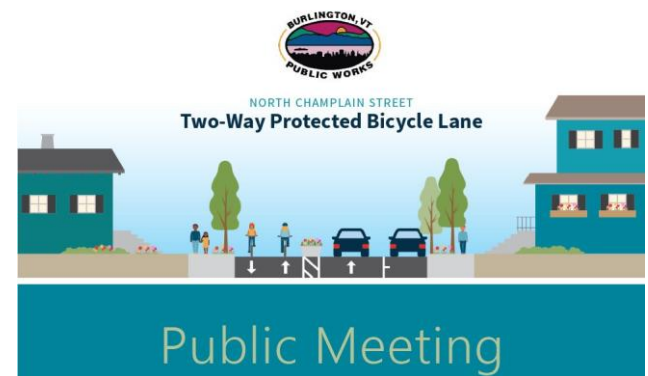
Waterfront
One Way
Local Traffic Only
Parkmobile Fees Lowered!

Burlington, VT Public Works
Burlington
bba

*Changes in place through early Aera, updated map to follow!

Public Meetings

- 2018 -- 3 full rounds (+ others) of NPA Tours: Construction, Water Bond, Residential Parking
- Business Meetings
- Citywide Meetings
- Community Meetings



Next Steps

Incorporate feedback from DPW Commission & TEUC

Re-set measures of success

Continue Implementation